NSS National Procurement

Flu Vaccine Distribution Arrangements 2020/21

Overview of Order Arrangements and Frequently Asked Questions

Last Updated: 18 August 2020

Customer Service Team
T.01234 248 623
E. flu.scotland@movianto.com

Online Order System: https://uat.ommarketplace.co.uk/Orders/Home
**Overview**

Q. How are all the adult flu vaccines procured and distributed in Scotland?

The vaccines are centrally procured by National Procurement (part of NHS National Services Scotland); sufficient supplies are arranged centrally to meet the needs of NHSScotland.

GP practices (including dispensing doctors) are able to order the volume of vaccines they require from the NHSScotland appointed distributor, and have them delivered to their practice directly. Following an EU-wide tendering process, the logistics company *Movianto UK* won the contract to store and distribute the seasonal flu vaccine for the 2020/21 season.

Q. Which vaccines have been procured and for which cohorts?

<table>
<thead>
<tr>
<th>Patient Cohort</th>
<th>Vaccine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 65</td>
<td>Adjuvanted trivalent influenza vaccine (aTIV)</td>
</tr>
<tr>
<td>At risk persons aged 18 to 64, including pregnant women, HCW and Social Care workers</td>
<td>Quadrivalent influenza cell culture-based vaccine (QIVc)</td>
</tr>
<tr>
<td>Children aged 6 months to 9 years, and children with contraindications to the live attenuated nasal spray influenza vaccine</td>
<td>Quadrivalent influenza egg-based vaccine (QIVe)</td>
</tr>
</tbody>
</table>

Q. Are vaccines available in singles?

A. The QIVe vaccines will be available in single dose packs whereas the aTIV and QIVc will be supplied in packs of ten. When ordering online, please review the vaccine information carefully before entering the quantity required. If the vaccine is available in packs of 10 then you must order the number of packs you need, not the number of individual vaccines e.g. if you require 500 vaccines, order 50 packs of 10. Where the vaccine is supplied in single dose packs you should order the exact number of vaccines required e.g. if you require 20 vaccines, order 20 single doses.

**Accessing the Online Ordering System**

Q. How do I order online?

A. Orders for the vaccine should be placed on the Movianto UK online ordering system: [https://uat.ommarketplace.co.uk/Orders/Home](https://uat.ommarketplace.co.uk/Orders/Home)

A user guide for the site can be found online at: [https://nhsnss.org/services/practitioner/medical/flu-vaccine-distribution](https://nhsnss.org/services/practitioner/medical/flu-vaccine-distribution)
Each Practice will have a user account for the online ordering system; the user name/password should be held securely and only shared with staff members that are authorised by the Practice to place orders on the site.

User account used in previous seasons should still be active. If there is a need to establish a new user account, please contact the Movianto UK customer services for assistance on 01234 248 623 or email flu.scotland@movianto.com.

In setting up a user account, practices are encouraged to provide Movianto with their GP Practice email address as the principal address for contact with the practice. In addition to this, Movianto UK will also request email addresses for two members of staff at each Practice who are expected to be involved in placing orders for the vaccine and signing for deliveries.

Q. What if I lose my login details?
A. On the login page there is a button that will provide options for recovering your login details, however, you can also contact Movianto UK customer services for further assistance on 01234 248 623 or email flu.scotland@movianto.com

Q. How do I change my contact details?
A. The system will allow for alterations to be made to the contact details; however you can also contact Movianto UK customer services for any further assistance you require on 01234 248 623 or email flu.scotland@movianto.com

Q. Will the Movianto UK website be accessible from any PC?
A. The Movianto UK website and online ordering system should be accessible from all PCs in GP practices. If you have any difficulty, please contact your local Health Board IT team.

Placing an order and scheduling deliveries

Q. How many orders can I place?
A. As explained below, the first order of the season is a ‘pre-order’ for the first delivery of the season; thereafter Practices need to request further deliveries as required. Practices should place the minimum number of orders needed to manage available fridge capacity. If you have sufficient fridge capacity you may choose to only place one order for the season, but if storage is limited then multiple deliveries per season are possible. The Health Board is charged for each delivery that is made to the Practice.

Q. How do I pre-order for my first delivery?
A. Practices should pre-order the quantity required for their first delivery on the Movianto UK online ordering system. An estimated delivery date for your first order will be displayed in the online order system 24 hours after placing your initial order. You will also receive an email in early September confirming your delivery date.
The vaccines are expected to become available from mid-September onwards but this is dependent on the vaccine manufacturer release date. The vaccines may become available earlier than expected (and there have been years where there have been delays). If there are changes to the expected delivery date provided, Movianto UK will email Practices with updates.

**Q. How do I place orders during the season?**

**A.** Once the vaccine is available, practices can place orders for subsequent deliveries during the season. The Movianto UK delivery schedule is organised by postcode; every practice will have a fixed weekly order cut-off time and scheduled delivery day. A copy of the delivery schedule can be found [here](#).

To arrange a delivery for a specific week’s delivery date, ensure the order is placed online before noon on the order cut-off day for that week’s delivery. After placing the order online, a confirmation of the order and your delivery date will be emailed to the Practice. This will enable Practices to check that the correct quantity has been ordered and the delivery date is as expected.

**Q. How do I order two deliveries in a week?**

**A.** In 2016, there were a handful of practices that required two deliveries in a week. If you need more than one delivery in a given week, you should place the first one online. For the second delivery, you must contact Movianto UK Customer Services Team on 01234 248 623. It is **not** possible to arrange more than one delivery in a given week via the online ordering system. If you place more than one order online in a given week, the orders will be bundled together and will arrive on the same delivery day (each order will indicate the same expected delivery date). The Health Board is charged for each delivery that is made to the Practice.

**Q. Do I receive confirmation when an order is placed online?**

**A.** When an order is placed the user will receive email receipts/order confirmations containing key information including their order number, quantity and estimated delivery date.

You should check and review your order when you receive the electronic receipt, much like any online purchase. Should there be any inaccuracies you are advised to contact the Movianto UK customer service team on 01234 248 623 or email flu.scotland@movianto.com

**Q. Will Movianto UK monitor for high volumes being ordered in error?**

**A.** If exceptionally large quantities are ordered, the Movianto UK customer service team will call the practice to double check details of the order.

**Q. What Customer PO do I include when ordering online?**
A. Your Customer PO should be your name and the date you place the order e.g. Sarah 15th October or Sarah15/10. The Customer PO must be unique to every order. Re-using a previous Customer PO may cause delays to your order being processed.

Q. Can my practice receive a delivery on a Saturday?
A. No, Movianto cannot accommodate Saturday deliveries. If you require support, please contact your local health board. A list of contacts is available on the PSD Flu Vaccine Distribution web page – [https://nhsnss.org/services/practitioner/medical/flu-vaccine-distribution](https://nhsnss.org/services/practitioner/medical/flu-vaccine-distribution)

Q. Will all deliveries be made by Movianto UK?
A. The majority of GP practices will receive deliveries by Movianto UK own vehicles. However there will be some locations where it will be necessary to use a subcontractor. The subcontractors used are selected based on their experience of the geographical locations and are audited to ensure compliance to the relevant regulations. The subcontractors are:

- Eagle Couriers
- Hebrides Haulage
- JBT Distribution Ltd

Movianto UK will remain in control of all consignments delivered on behalf of NHSScotland and any issues or concerns should be raised with the Movianto UK Customer Service team.

A list of areas covered by Movianto UK own fleet and sub-contractors is attached at Appendix A.

Q. Will all of the subcontractors have refrigerated vehicles?
A. No. As refrigerated vehicles are not used by subcontractors, the vaccines will be transported in validated cool boxes. The cool boxes are validated and are equipped with data loggers. The vaccines will remain under validated cold chain conditions at all times whilst in transit to your practice.

Q. Will Movianto UK be able to track and trace deliveries?
A. For deliveries provided by Movianto UK own fleet, the tracking of deliveries can be self service via the Movianto UK online ordering system or through the Movianto UK Customer Service team.

Practices in areas serviced by Movianto UK sub-contractors can access information on the tracking of a delivery through the Movianto UK Customer Service team on 01234 248 623 or email [flu.scotland@movianto.com](mailto:flu.scotland@movianto.com)

A list of areas covered by Movianto UK own fleet and sub-contractors is attached at Appendix A.

Q. What happens if my order can’t be delivered?
A. In the unlikely event that delivery cannot take place, Movianto UK is required to give you as early warning of this as possible.

If a delivery slot is missed due to failure on the part of Movianto UK they will be required to re-deliver within 24 hours unless otherwise agreed with your practice.

Should you be unhappy with the service provided, you should contact the Movianto UK customer service team in the first instance on 01234 248 623 or email flu.scotland@movianto.com If the issue cannot be resolved directly with Movianto UK, the issue should be escalated to your local Health Board.

Q. Should I check my flu vaccine order when it’s delivered?
A. Yes. Upon delivery please check that the paperwork is correct, along with the number of cartons, and that there are no visible signs of damage to the packaging. The driver will not be able to wait for every unit to be checked; any issues must be flagged within two working days with Movianto UK Customer Services team on 01234 248 623 or email flu.scotland@movianto.com

Contingency planning

Q. What is the process for placing emergency orders?
A. If an emergency delivery is required, then you should contact Movianto UK customer services directly on 01234 248 623. Emergency deliveries will be made within 24 hours of the order being placed. The Health Board is charged for each delivery that is made to the Practice (fee per delivery basis). Emergency deliveries have a significantly higher charge than standard deliveries. Authorisation must be sought from your Health Board before placing an emergency delivery. Movianto UK will request the name of the authoriser when the order is placed.

Q. How are any significant issues communicated?
A. Movianto UK will hold the email address of every GP Practice in Scotland and these are linked to the online ordering system. These email addresses will be used to advise of any significant issues, for example a delay in vaccine availability.

Q. Will the increase in demand for vaccine during the flu season impact on delivery?
A. As standard Movianto UK operates on a nationwide scale and has an established track record of delivery through the company’s distribution of the childhood flu vaccine in Scotland.

In order to meet the needs of GP practices throughout Scotland, the company has recruited and trained additional staff and added additional vehicles to its fleet.

Q. What happens if, for some reason, my fridges fail?
A. Local contingency plans should be in place - please contact your local Health Board if you need support.
Q. Can vaccines be flown to the islands if other transportation is not available?
A. Movianto UK is able to service this request, however, this will only be considered in very exceptional circumstances. If it is deemed necessary to fly vaccines to the islands, prior authorisation must be sought from your Health Board as this will incur a significant cost.

Q. Are there contingency plans for placing orders if the online system becomes unavailable?
A. Yes. Should the online system become unavailable, the customer service team would be able to process orders from phone (01234 248 623), email (flu.scotland@movianto.com) or fax (01234 248 773).

Q. What will happen if there is a delay in receiving vaccines from the manufacturer?
A. To ensure continued supply, the NHS has purchased the vaccine from three manufacturers. In the event of a delay or problem with one manufacturer, demand would be met in the short term by the other two companies.

Left-over Vaccines

Q. What happens to any left-over vaccines at the end of the flu season?
A. Practices should only order the volume of vaccines required. Guidance on how to return flu vaccines will be issued in March 2021. It will only be possible to return complete packs of unused vaccines in their original packaging at the end of the season.

Support

Q. Who do I contact if I have any questions?
A. The table below outlines who you should contact for a variety of queries.

<table>
<thead>
<tr>
<th>Query Type</th>
<th>Contact Point for Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical questions e.g. guidance on what vaccines are suitable in certain situations such as egg-allergy or advice on patient specific adverse reactions.</td>
<td>Health Board</td>
</tr>
<tr>
<td>Cold chain queries e.g. Product viability after fridge failure.</td>
<td>Health Board</td>
</tr>
<tr>
<td>Vaccine availability</td>
<td>A status update will be available on the PSD Website.</td>
</tr>
<tr>
<td></td>
<td>If there are delays in availability of the vaccine, updates will be emailed by Movianto UK to the practice using the principal email</td>
</tr>
<tr>
<td><strong>Ordering vaccines</strong></td>
<td>Movianto UK Customer Services Team.</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td><strong>Late delivery, error in delivery</strong></td>
<td>Movianto UK Customer Services Team. If any delivery service issues cannot be resolved satisfactorily through dialogue with Movianto UK, the issue should be escalated to the Health Board.</td>
</tr>
<tr>
<td><strong>Disposal of vaccines</strong></td>
<td>Health Board</td>
</tr>
</tbody>
</table>

**Movianto UK Customer Services Team**

Monday to Friday, 8-6pm

Phone: 01234 248 623

Email: flu.scotland@movianto.com

Online ordering system – [https://uat.ommarketplace.co.uk/Orders/Home](https://uat.ommarketplace.co.uk/Orders/Home)

**Appendix A**

Areas covered by Subcontractor

![Appendix A - Areas covered by subcontractor](file.png)